

From: Lidia Bernik [<mailto:LBernik@mhaofnyc.org>]
Sent: Wednesday, February 15, 2012 10:30 AM
To: Naturale, April
Cc: John Draper
Subject: RE: quick but urgent question

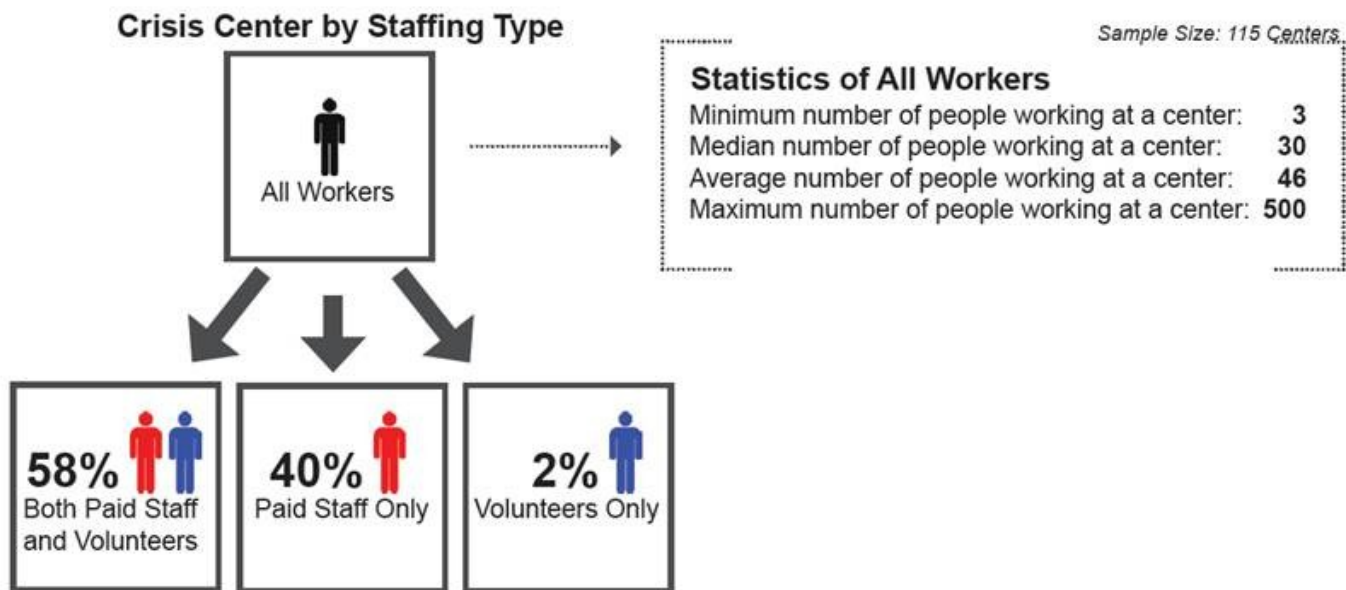
Hi, April.

You are correct - many of our crisis centers use staff/volunteers to answer calls that are NOT licensed mental health professionals. In fact, many use lay persons who receive extensive training (~40 hours) before answering calls.

I cannot tell you the percentage of centers that use non-mental health professionals to answer calls, but from our recently completed survey, you can see that a substantial portion of our centers use a combination of staff/volunteers to answer calls.

Best,
Lidia

Who works at a Crisis Center?



Best,
Lidia

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